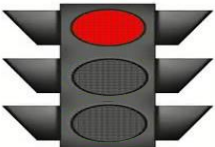
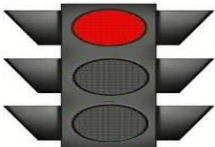


Non-Emergent Patient Management - Eligible Calls Not Diverted Emergency Services

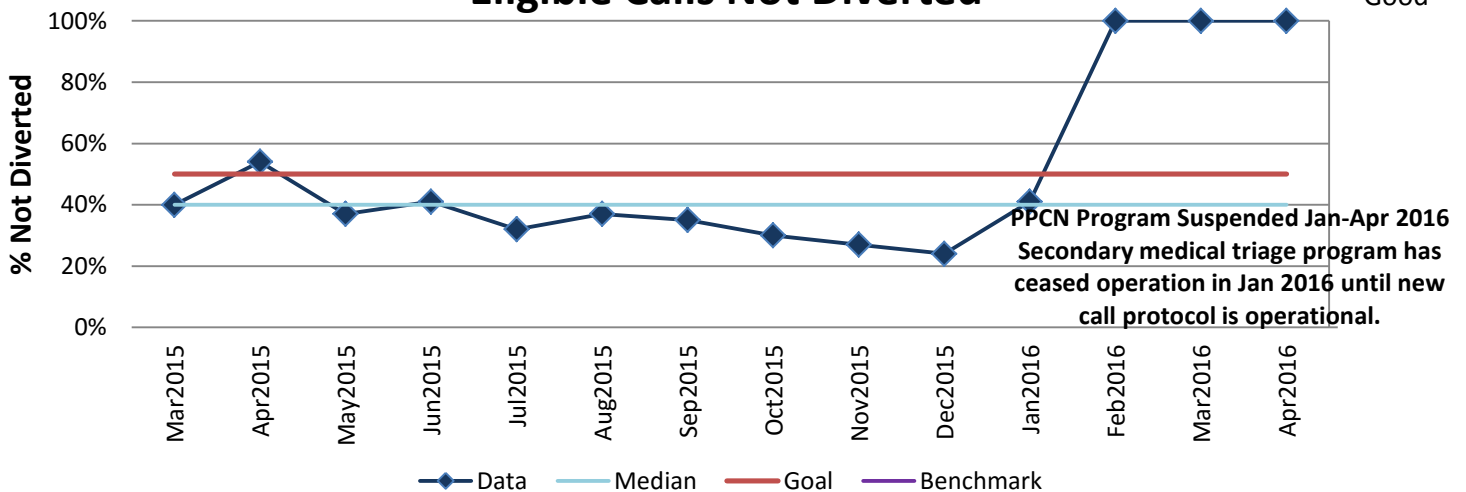


KPI Owner: Chad Scott

Process: Non-Emergent Patient Management - High Gap

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 40% (Mar2015-Aug2015) Goal: Triage 50% of eligible low severity calls out of the 911 system by 2017 Benchmark: TBD		Data: CAD, RescueNet Goal Source: Dept Management Team Benchmark Source: N/A	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Percent of eligible low acuity calls not diverted to non-911 patient care alternatives Why Measure: Increase the availability of ambulances to manage higher acuity calls; divert patients to most appropriate healthcare setting Next Improvement Step: Continue with the Measure phase of the Six Sigma Project; re-evaluate the criteria we use to examine non-emergent calls for service		
How Are We Doing?					
Jun2015-May2016 12 Month Goal	Jun2015-May2016 12 Month Average		May2016 Goal	May2016 Actual	
50%	56%		50%	100%	
% Not Diverted	% Not Diverted		% Not Diverted	% Not Diverted	

Non-Emergent Patient Management - Eligible Calls Not Diverted



Emergency Services is investigating the impact that low acuity calls has on the core mission of emergency medical response. A Six Sigma project is underway to help Emergency Services understand the extent of the problem, root causes of the problem and help identify potential solutions.